



## Guidelines for Preparing your Annual Drinking Water Consumer Confidence Report (CCR)



The Safe Drinking Water Act requires community water systems to deliver important water quality and water system information in the form of a Consumer Confidence Report (CCR) to their consumers by July 1<sup>st</sup> each year. In addition to required information, every water system should use this opportunity to educate consumers about the importance of having safe, reliable drinking water delivered to their taps on a daily basis and the efforts taken to protect public health. Please take advantage of this annual notice to highlight significant improvements, operational accomplishments, and other information about the value of your drinking water. Ideas include: adding graphics/enhanced subtitles, ongoing efforts on source water protection, education on water conservation and alternative/low irrigation landscaping efforts. NH Administrative Rule Env-Dw 811, Consumer Confidence Reports, outlines specific requirements for the content and distribution of your Consumer Confidence Report (CCR). Additional resources are available on our webpage; [www.des.nh.gov](http://www.des.nh.gov), A to Z topics, select "Drinking Water Consumer Confidence Report." Templates, Guidelines, Common Mistake Corrections, and Delivery Methods can be found on the [NHDES CCR webpage](#) to assist in the preparation of your CCR. Please feel free to use these templates and add any text needed to meet your systems individual demands. The templates provide the minimum required information to be distributed.

### HOW TO USE THE TEMPLATES:

Two document templates can be found on the webpage to assist in preparing a CCR. One template for a report brochure and one for the table, **both are necessary for a complete CCR**. The templates contain mandatory text and will assist you in preparing a CCR to distribute to your consumers. The templates provide the minimum required information to be distributed.

- **Open the report brochure template and report table template** and update with information specific to your system.
- The text in **BLUE** is **mandatory text**.
- The **highlighted** text is for information specific to YOUR system and **MUST** be filled in. Examples are included for your convenience.
- **Delete highlighted items that you are NOT using.**
- The text in **BLACK** is included to help explain the purpose of the CCR and its contents. Note: The definitions must be included IF they are applicable to the content of the report.
- Provide information about detected water quality results, violations, any additional testing results, and bulk water deliveries in the report table.
- When you have customized the report brochure and table to your satisfaction, change all the **blue text** to black.
- Print double sided for ease of viewing and distribution.

dwgbinfo@des.nh.gov or phone (603) 271-2513  
PO Box 95, Concord, NH 03302-0095  
[www.des.nh.gov](http://www.des.nh.gov)

## INSTRUCTIONS:

### Detected Water Quality Results

Your CCR must include water quality data from the previous testing year. If your system did not monitor for a contaminant in 2014, but did in the last 5 years (as far back as 2010) the most recent detection for any contaminant must be reported. For example, if you did not test for IOCs in 2014, but in the most recent test (in 2012) there was detection, you must list that contaminant detection in your CCR. You do not have to report non-detects. This will not only make it easier for your customers to read, but will considerably decrease the length of the report.

Any detections of a regulated contaminant must be reported. The results must be reported as whole numbers. Env-Dw 811, Appendix B, contains information on how to perform these calculations. The table must also include other required information such as MCL, units, source information, and health effects language of any detections. If not using the template see the rule Env-Dw 811 for specific language.

The table template is not color coded because the information is unique to each system. This table includes the 84 regulated contaminants that **MUST** be reported IF detected. **If your system did not have a detection of any of the contaminants listed, you should delete that entire row from the table.** As noted above, fill in each column with the applicable information. The table includes the required information such as MCL, units, source information, and health effects language. Most of this information is mandatory, so you should not change information without first discussing it with the Drinking Water Groundwater Bureau (DWGB) staff.

### Violations

If your water system received a MCL, MRDL, treatment technique, monitoring/reporting violation, CCR, or a sanitary survey deficiency, you must report this information. The template prompts you for the mandatory information; date of the violation, explanation of the violation, how long the violation occurred for, what actions were taken to correct the violation and the potential health effects of the MCL, MRDL, or treatment technique violations. The columns are labeled for your convenience. Violation information is available on your OneStop website.

### Additional Testing

If additional tests were completed for contaminants that do not have an MCL such as sodium, cryptosporidium or other unregulated contaminant (Unregulated Contaminant Monitoring Rule 3 - UCMR3), please report any detections accordingly.

### Bulk Water Delivery

If bulk water was delivered to the water system during the period covered by this CCR, you must include the following information regarding each delivery:

- Source(s) of the delivered water,
- Total amount of water delivered (in gallons),
- Date(s) of delivery,
- The reason(s) for the delivery

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## **Water System Information**

List the names and contact information of water system's owner and primary operator and the dates and times of any opportunities for public participation (i.e. board meetings).

## **Sources of Water**

List all sources of water, type, location, and a brief summary of sources susceptibility to contamination and how to obtain the systems Source Water Assessment. You can link to your Source Water Assessment from the '[Drinking Water Source Program](#)' page or click [here \(Drinking Water Source Assessment Reports\)](#) to go directly to the reports page.

## **DISTRIBUTION:**

Distribute the CCR by MAIL or DIRECT DELIVERY to ALL customers (billing units and/or service connections) AND to DES by **July 1** of each year. Public posting is not an acceptable means of distribution. Certain electronic delivery methods are now available to water systems. In addition, water systems that serve more than 100,000 people are required to post the CCR on the Internet. Additional report delivery information can be found on the [NHDES CCR webpage](#). The list below provides a summary of CCR delivery methods to ensure that the system is providing the report directly to each customer:

- Mail or hand delivery of a paper copy
- Mail notification that the CCR is available on website via a direct url (e.g. notice on bill, bill insert, or newsletter)
- Email notification and direct url to the CCR (including e-bill notices)
- Email the CCR as an attachment
- Email contents of the CCR as an embedded image in the email body
- A combination of the above methods

It is recommended that all owners make a serious "good faith" effort to reach non-bill paying consumers. These options include but are not limited to:

- Delivery of multiple copies to apartments, businesses, schools, nursing homes, and large private employers
- Mail the CCR to postal patrons within the service area
- Advertising availability of the CCR in news media
- Publication of CCR in local newspaper
- Posting the CCR in public places
- Posting the CCR on the Internet/social media
- Delivery to community organizations

At a minimum, include a note in the CCR, asking recipients to share the information with non-bill paying consumers.

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## **CERTIFICATION:**

**Certify to DES within 10 days of distribution** that the CCR was distributed in accordance with Env-Dw 811. (Refer to the CCR Certification form found on the DES CCR webpage). You may use and follow the instructions on the Certification Form available on the [NHDES CCR webpage](#). Be sure to keep copies of both documents on file for at least three years.

### DES DWGB contacts

General Information: Debra McDonnell      271-6703    [debra.mcdonnell@des.nh.gov](mailto:debra.mcdonnell@des.nh.gov)

Rule-related Contact: Chip Mackey      271-0655    [chip.mackey@des.nh.gov](mailto:chip.mackey@des.nh.gov)

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